

June 25, 2004

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW – B204
445 12th Street - SW
Washington, D. C. 20554

Re: The State of Texas Annual Complaint Summary and Log Report for
Telecommunications Relay Service
CC Docket No. 98-67

Dear Secretary,

Public Utility Commission of Texas (PUCT) respectfully submits the Relay Texas annual complaint summary and log report as mandated by the Federal Communications Commission.

Attached are two reports: the TX Log file for the period of June 1, 2003 through May 31, 2004 and the TX Tally Sheet for the period of June 1, 2003 through May 31, 2004.

Relay Texas agents processed approximately 5 million calls from June 1, 2003 through May 31, 2004; total session minutes were approximately 15.7 million minutes. Sprint LTD, the Relay Texas provider, received a total of one hundred fifteen complaints. All these complaints were filled with supervisors at one of the eleven Sprint TRS centers. Texas TRS processes 80% of its relay calls in Texas at the Lubbock and Austin relay centers. Twenty percent of Relay Texas calls were processed at one of the other nine Sprint relay centers. All of these complaints were resolved in a timely fashion. None of these complaints were formally escalated for action to the PUCT or to the FCC.

Sincerely,

Ed Bosson
Relay Texas Administrator